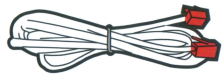
plusnet

Plusnet Hub Two Setup Guide

Welcome to the Plusnet family, it's great to have you with us

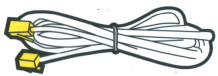
What's in the box

Plusnet Hub Two



Ethernet cable
Red ends

Power supply



Ethernet cable
Yellow ends

Your password sticker

With Full Fibre, your hub needs connecting to an Optical Network Terminal (ONT)

This isn't in the box as it's provided by Openreach. If you don't have an ONT, an engineer will install one as part of your activation.

Some top tips before you get started

If you're new to Plusnet, please wait until we've activated your broadband before you set up your Hub Two. We'll let you know by email and text (if we have your mobile) when you're good to go.

If this is a replacement hub for an existing Plusnet service you can jump straight to the next page.

Where you set up your hub can make a big difference to your broadband service:

- Your hub plugs into an Openreach Optical Network Terminal (ONT) not a phone socket. When the engineer installs your ONT please make sure it's in a place where you can easily plug your hub into it.
- If you're using Wi-Fi, it's best to place your hub close to where you'll be using broadband the most. Always make sure there's nothing in the way that may block the wireless signal.
- Your hub needs cool air flow, so don't place it on top of electrical equipment, or under a desk, on a carpet, or behind large objects.
- Your broadband will work better if you leave your hub switched on all the time, even when you're not using it.

You can also head over to our online help article on how to set up your Hub Two:

www.plus.net/help/broadband/router-setup-guides

Get set up in three easy steps

1 Connect your Hub Two

Plug one end of the Ethernet cable with red ends into your hub's WAN port. Then plug the other end into the Openreach ONT's PORT 1 / LAN 1 port (the number of ports on the ONT can differ).

Remember – if you're a new customer, please wait until we've sent you a message to confirm your broadband service is ready before you set up your hub.

Your Optical Network Terminal (ONT), is provided by Openreach. An engineer will install the ONT, usually somewhere inside your home.

2 Connect your power supply to your hub and a mains socket

Slide the two parts of your power supply until they click into place. Connect your hub and press the Power button. After about three minutes, a blue light will show that your hub's ready.

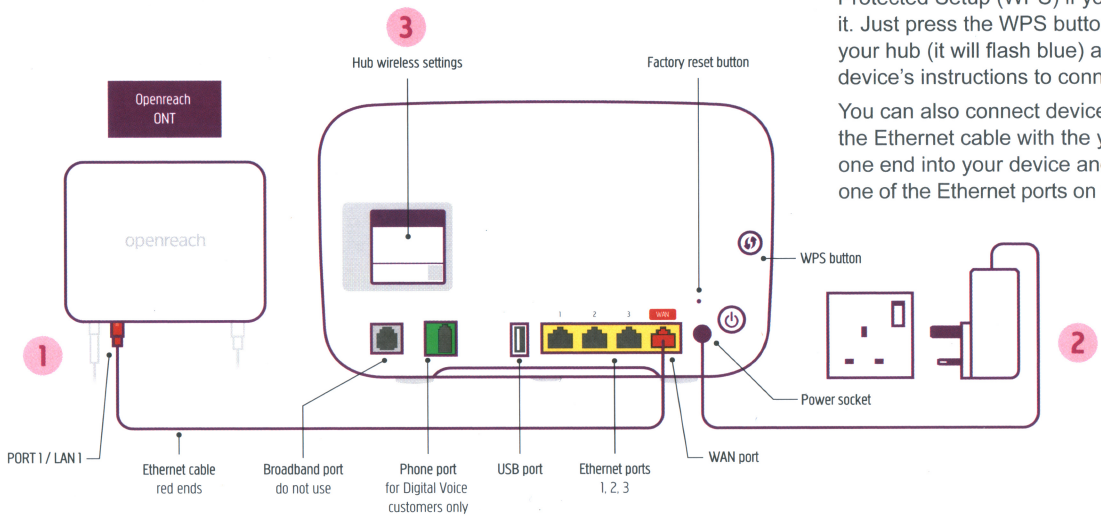
3 Connect your devices

Use your hub's wireless network name and password to connect your devices to the Internet. There's a handy settings card on the back of your hub. This easily slots out, and you'll find all the password info there. They're also on the password sticker we sent you.

To save you typing in the details, you can also use the camera on a phone or tablet device to scan the QR code.

Another way to get connected is to use Wi-Fi Protected Setup (WPS) if your device supports it. Just press the WPS button on the side of your hub (it will flash blue) and then follow your device's instructions to connect.

You can also connect devices to your hub using the Ethernet cable with the yellow ends. Plug one end into your device and the other end into one of the Ethernet ports on the back of your hub.



What your hub lights mean

Blue

Your hub is connected to your broadband OK

If you can't get online, try switching your device off and on. If it's the first time you've connected your hub, wait a minute or two.

No light

The power is off or the lights have been turned off using the Hub Manager

Check the hub is plugged in, switched on and the lights haven't been turned off in the Hub Manager.

Green

Your hub is starting up

Wait for about three minutes for it to turn blue. If it stays green switch your hub off and on again. If that doesn't work, use a paper clip to press your factory reset button.

Flashing orange

Your hub is working but the Ethernet cable isn't connected

Check if the Ethernet cable with red ends is plugged in properly. If your ONT's got more than one PORT / LAN port, then try each one. Wait a few minutes each time to see if the light stops flashing.

Orange

Your hub is working but isn't connected to the Internet

Connect your computer or device to your hub. Open a new web browser window and follow the on-screen steps to get connected. If this doesn't work, use a paper clip to press your hub's factory reset button.

Red

There's a problem somewhere

Use the power button to turn your hub off and on again. If the light doesn't turn blue, use a paper clip to press your hub's factory reset button.

Pink

Your hub is in Bridge Mode

Your hub's been switched to modem only mode. Full Fibre doesn't support this. You can disable Bridge Mode in the Hub Manager. Or use a paper clip to press your hub's factory reset button.

WPS button flashing

If it's flashing blue it's waiting for you to press the WPS button on your computer or device. If it's flashing red, it didn't connect. Give it a couple of minutes and try again.

How to manage your hub

To view your Hub Manager, open a new browser window e.g. Chrome, Firefox or Safari and type in **192.168.1.254**.

Here you can manage your hub settings and change things like your Wi-Fi name and password. You'll need the hub admin password to access and change some of the settings. You'll find this on the back of your hub or on the password sticker.

If you're having problems with your broadband then try clicking the Help tile on the Hub Manager Home page.

Need help?

If you're still having problems, check your power supply and all cables, then switch your computer and devices off and then on.

Try switching your hub off and then on.

Try switching the Openreach ONT off and then on.

Check the lights on the ONT:

- The light labelled PON should be green
- The light labelled LOS should be off

If they're not, there may be a problem with your broadband service.

If you're struggling to get connected give us a call on **0800 432 0200**. Make sure you're next to your hub with a computer or device so we can help with your problem. Please also have your account username and password handy, it'll make it easier for us to help you.

You can also get in touch with us online at **www.plus.net/help**

Online help and support

Once you're up and running you can find lots of online guides, videos, hints and tips which will help you get the most out of your broadband. If you need extra help setting up your hub visit:

www.plus.net/help/broadband/router-setup-guides

Our help article shows you how to use and reset your Hub Two:

www.plus.net/help/broadband/router-user-guides

For help with your broadband service you'll find some really helpful info here:

www.plus.net/help/broadband

You can also chat to other customers in the Plusnet Community:

https://community.plus.net

They're a friendly bunch and will always try to help.

Your broadband username and password

Your broadband username is made up of your account username plus a provider name as shown below:

Provider	Broadband username
Plusnet	username@plusdsl.net
Force9	username@f9.co.uk
Free-Online	username@freeonline.net

Your broadband password is the same as your account password.

Your account username and password are the ones you chose when ordering your broadband.

Your account username forms part of your Plusnet email address. You'll also find your username in your 'Welcome to Plusnet' email. You can get a password reminder at **www.plus.net/forgotpassword**

Return and recycle your hub

Returning your Plusnet Hub Two

Put the box somewhere safe - you'll need it.

It's sad to think that we'll ever part ways, but we understand that these things sometimes happen. If you cancel your Plusnet service, or decide to move to another provider, we'll ask you to return your Hub Two to us. We'll also ask you to return your Hub Two if it's faulty and needs replacing.

We'll send you more information about how to return your equipment when the time comes.

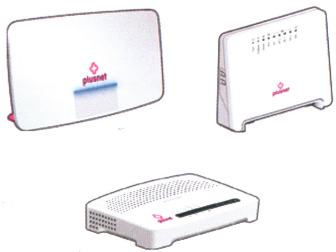
Your ONT belongs to Openreach so please don't return it to Plusnet.

Returning an old Plusnet hub

If you're replacing an older Plusnet hub like the Hub One or Hub Zero, then why not send it back to us so we can do our bit for the environment? We'll make sure it's recycled in the right way, so we'll both be protecting the planet.

For information on returning an old Plusnet hub, go to:
www.plus.net/returns

It might look something like this:



Recycle another provider's hub

We're part of the WEEE scheme. It might sound a bit silly, but it's making a serious impact on our environment. WEEE stands for Waste Electrical and Electronic Equipment, and as part of it, we have to dispose of things in the most earth-friendly way.

If you'd like us to recycle your old provider's equipment, just send it to the address below. We can't cover postage for this, but can make sure the equipment will get disposed of in an environmentally friendly way.

WEEE Take Back Scheme
Plusnet Returns
BT DF
Darlington Road
Northallerton
DL6 7ZY

Important safety and care instructions

Keep for future reference

Your Plusnet Hub Two is manufactured to comply with European safety standards. Please read the following instructions carefully before installing and using it.

Installation and location

- For indoor use only in UK and Ireland.
- Position all parts, including power adapters away from heat and sun (e.g. away from radiators, window sill or other electrical equipment which can get hot).
- Keep area ventilated (e.g. don't put in cupboards or back of sofas) and don't block any vents with objects or thick carpets.
- Keep device and cables out of young children's reach.
- Only use power adapters provided by BT for this specific device; contact our helpdesk if you need a replacement.
- Electronic devices hate liquids; don't place devices and power adapters in damp areas or near sources of water or splashes.
- This device uses wireless technology; check before using or installing where restrictions may apply such as in hospitals.
- Product may cause scratches or marks if placed on fragile surfaces (e.g. veneered wood or delicate fabrics); place on a mat if required.
- Don't use near flammable substances or in a flammable atmosphere (e.g. warehouse or garage).
- Designed for use at room temperatures between 0 and 40°C.

Care and maintenance

- Treat all parts with care; no shock or vibration, and don't pull or twist any cables.
- Regularly check your product for damage to ensure small parts aren't exposed.
- Dust with a soft dry cloth; no water or solvent.
- Regularly check that objects don't cover any parts or any vents which could cause overheating.
- When not in use, store in a dry place and away from extreme heat or cold.

Warnings

- If any parts of your product, power adapters or any cables appear damaged, discontinue use immediately. Switch off your electrical socket if it is safe to do so and contact our helpdesk.
- Don't try to open your device or power adapters. There are no serviceable parts and you risk an electrical shock.
- This device has been evaluated for and shown to be compliant with European Guidelines when installed and operated with a minimum distance of 20cm between the unit and your body.
- There is a slight chance your product could be damaged by an electrical storm. We recommend that you unplug the power and phone line cord during a storm.
- If you've got a pacemaker please check with your doctor before installation.
- Radio signals from this product may cause interference to hearing aids.

Other information

EU Radio Equipment Directive Declaration of Conformity

Hereby, Plusnet Plc declares that the radio equipment type Plusnet Hub Two (GRV9517UAC34-A) is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at www.plus.net/router-information.

UK Radio Equipment Directive Declaration of Conformity

Hereby, Plusnet Plc declares that the radio equipment type Plusnet Hub Two (GRV9517UAC34-A) is in compliance with Radio Equipment Regulations 2017. The full text of the UK declaration of conformity is available at: www.plus.net/router-information.

Restrictions

This radio equipment is subject to certain restrictions when it is placed on the market in Belgium (BE), Bulgaria (BG), Czech Republic (CZ), Denmark (DK), Germany (DE), Estonia (EE), Ireland (IE), Greece (EL), Spain (ES), France (FR), Croatia (HR), Italy (IT), Cyprus (CY), Latvia (LV), Lithuania (LT), Luxembourg (LU), Hungary (HU), Malta (MT), Netherlands (NL), Austria (AT), Poland (PL), Portugal (PT), Romania (RO), Slovenia (SI), Slovakia (SK), Finland (FI), Sweden (SE), Northern Ireland (UK(NI)), Norway (NO), Switzerland (CH), Iceland (IS), Turkey (TR), Lichtenstein (LI).

Wi-Fi 5 GHz: The frequency band 5150-5350 MHz is limited to indoor use.

This radio equipment is also subject to certain restrictions when it is placed on the market in United Kingdom (UK):

In accordance with the relevant statutory requirements in the UK, the 5150 to 5350 MHz frequency range is restricted to indoor use in the United Kingdom.

Radio transmission information

Frequency range (GHz)	Max power in the range (dBm)
1.88 – 1.90	18.4
2.41 – 2.47	20
5.15 – 5.25	23
5.25 – 5.35	23
5.37 – 5.72	30

Power consumption and power supply information

Power supply information can be found at: www.plus.net/router-information

Status	Watt/s
In operation	13.89
Network standby	8.11
Off mode	0.04
Elapsed time before going in standby mode	20 minutes

Disposing of your old electrical and electronic equipment

The Government has a legal requirement to minimise the unsorted waste disposal of electrical and electronic equipment and to maximise its separate collection and environmentally sound management. The symbol shown here and, on a product, means you shouldn't throw it in your normal rubbish at the end of its working life.

This product may contain substances that could be harmful to people or the environment if it's not recycled correctly.

If you cancel your Plusnet service, we'll ask you to return your Plusnet Hub Two to us.

You can also send us your old equipment and we'll get rid of it in an environmentally friendly way. Many electronics shops also have their own 'take back' schemes where you can recycle small electrical goods. If you're a household user, you can take items to your local recycling centre too.

More about returning equipment: www.plus.net/returns

Please dispose of electronic equipment carefully and help to protect our planet.

Plusnet plc

The Balance
2 Pinfold Street
Sheffield
S1 2GU

Company no 03279013

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